

[illegible]

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(PTO-1449)

ATTY. DOCKET NO.

1509-247

SERIAL NO.

09/994,915

APPLICANT

HICKEY, Marianne et al

FILING DATE

11/27/2001

GROUP

2142

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
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CW	5,907,547	05-1999	FOLADARE et al.			
CW	5,914,951	06-1999	BENTLEY et al.			
CW	5,954,798	09-1999	SHELTON et al.			
CW	5,956,027	09-1999	KRISHNAMURTHY, Balachander			
CW	6,006,269	12-1999	PHAAL, Peter			
CW	6,035,332	03-2000	INGRASSIA et al.			
CW	6,076,100	06-2000	COTTRILLE et al.			
CW	6,166,730	12-2000	GOODE et al.			
CW	6,167,432	12-2000	JIANG, Barclay Ruiquing			
CW	6,181,697	01-2001	NURENBERG et al.			
CW	6,259,701	07-2001	SHUR et al.			
CW	6,295,550	09-2001	CHOUNG et al.			
CW	6,295,551	09-2001	ROBERTS et al.			
CW	6,311,231	10-2001	BATEMAN et al.			
CW	6,349,290	02-2002	HOROWITZ et al.			
CW	6,385,646	05-2002	BROWN et al.			
CW	6,418,471	07-2002	SHELTON et al.			
CW	6,430,567	08-2002	BURRIDGE, Richard N.			
CW	6,442,590	08-2002	INALA et al.			
CW	6,487,195	11-2002	CHOUNG et al.			
CW	6,654,457	11-2003	BEDDUS et al.			
CW	6,654,815	11-2003	GOSS et al.			
CW	6,665,395	12-2003	BUSEY et al.			
CW	6,687,241	02-2004	GOSS, Raymond G.			
CW	6,687,877	02-2004	SASTRY et al.			
CW	6,690,654	02-2004	ELLIOTT et al.			
CW	6,697,858	02-2004	EZERZER et al.			
CW	6,714,987	03-2004	AMIN et al.			
CW	6,747,970	06-2004	LAMB et al.			
CW	6,748,420	06-2004	QUATRANO et al.			

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CMW	6,006,269	12/1999	Phaal			
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CMW	6,430,567	08-2002	BURRIDGE, Richard N.			
CMW	6,434,599	08-2002	PORTER, Swain W.			
CMW	6,442,590	08-2002	INALA et al.			
CMW	6,487,195	11-2002	CHOUNG et al.			
CMW	6,654,457	11-2003	BEDDUS et al.			
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CMW	6,687,877	02-2004	SASTRY et al.			
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CE	WO 98/59461 A2	12/30/1998	WIPO			Yes No
CE	WO 99/18514 A1	04/15/1999	WIPO			Yes No
CE	WO 00/03329 A1	1/20/2000	WIPO			Yes No
CE	WO 01/03036 A1	01/11/2001	WIPO			Yes No
CE	WO 01/24092 A1	04/05/2001	WIPO			Yes No
CE	0 829 996 A2	3/18/1998	Europe			Yes No
CE	WO9834391	8/1998	WIPO			
CE	WO9914930	3/1999	WIPO			
CE	2 359 215 A	8/15/2001	United Kingdom			Yes No
CE	00/4118	7/2000	WIPO			
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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)						
	Neff, Todd, The Multimedia Contact Center: Corporate Façade or Human Face? Page 1. By Todd Neff, The Murrow Center. April 10, 2000 <a href="http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf">http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf</a>					
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